

**POLICY**

It is the policy of the Michigan Department of Human Services Bureau of Juvenile Justice (BJJ) that youths request for medical services will be documented and responded to on a daily basis.

**PURPOSE**

This policy encourages youth to advocate for their medical needs through confidential access to medical care.

**DEFINITIONS**

See JRG, JJ Residential Glossary.

**RESPONSIBLE  
STAFF**

Designated in the facility standard operating procedure.

**PROCEDURE**

Each facility is required to develop and implement standard operating procedures (SOPs) relative to the daily handling of medical complaints. At a minimum, these SOPs must contain the following requirements:

**Submission of  
Request for  
Medical Services**

Youths have access to request forms and to a locked box on each living unit to request medical attention without the knowledge of non-medical staff.

When a youth complains of illness or injury, or is observed with a medical problem, staff will complete the health form including the date and time of the request and follow the established protocol for the handling of medical emergencies.

Youths are provided the opportunity to discuss their medical issues with licensed medical staff during clinic hours or by appointment.

**Daily Processing  
of Medical  
Complaints**

Health complaints are documented on an approved health form.

Forms are delivered to medical staff to be processed and triaged daily by medical staff.

Youths are seen by medical staff within seventy-two (72) hours of their request.

**Documentation**

The date and time of the medical appointment, and the name and title of the person seeing the youth is documented.

Youth requests to be seen by medical staff are placed in the youth's medical file.

**AUTHORITY**

Social Welfare Act, MCL 400.115a(1)(l)